

Making a complaint

The Bryan Education Foundation (TBEF) is committed to providing high quality services to those in need, but sometimes we get it wrong. You can let us know where we have made a mistake by making a complaint.

TBEF takes all complaints very seriously and welcomes them as an opportunity to improve the services we provide.

This brochure informs you of how you can make a complaint or appeal, and what to expect when you make a complaint.

What can I make a complaint about?

You have a right to complain to TBEF or the Australian Human Rights Commission regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

Your rights

We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to the Australian Human Rights Commission if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Have an advocate, support person or interpreter.
- Remain anonymous if you choose.

How to make a complaint

Verbally or by completing a complaint submission form.

- in person: to our staff member
- via phone: (07) 3004 1222
- via email:
info@thebryanfoundation.org.au
- via post: Level 5/12 Creek St,
Brisbane City QLD 4000
- anonymously: via our [website feedback form](#).
- Complaints and appeals forms can be requested from reception or found on our website
www.thebryanfoundation.org.au

Our complaints procedure

- Our Complaints Manager will discuss with you (and your family / carer / advocate) all the details of the complaint, including the outcomes you would like to see.
- You will receive an acknowledgement of the complaint which will include the expected timeframe for your complaint to be resolved.
- If appropriate, we will investigate the circumstances surrounding your complaint.
- You will receive information on the outcomes of your complaint and be given the chance to ask for a review/appeal within 10 working days or refer the complaint to: Australian Human Rights Commission on 1300 369 711.

Our obligations

For all complaints made to us we will:

- Treat all complainants with dignity and respect.
- Attempt to resolve the issue to the best outcome for all parties, within 20 working days of receiving the complaint.
- Keep you informed of developments regarding your complaint.
- Maintain records regarding your complaint.
- Provide support to access translation, advocacy, or other support services where appropriate.
- Report any breaches of legislation to the relevant authority.

Some complaints can be resolved on the spot; however, others may require an investigation which can take time.

The Bryan Education Foundation will endeavour to resolve complaints as soon as we can, and keep you informed of the process.